




January 3, 2014

TO: Mayor and Members of Council 
FROM Denise Turner Roth, City Manager
SUBJECT: Items for Your Information

UPCOMING MEETINGS

- January 7 at 4:30 pm Council Closed Session
- January 7 at 5:30 pm City Council Meeting
- January 16 at noon Council Work Session

Public Website for Construction Bid Opportunities

Attached is a memorandum from Engineering and Inspections Director Butch Simmons, dated January 3, 2014, regarding the new public website, www.greensboro-nc.gov/ourbidprojects that has helpful links to information for bidders interested in participating on City construction projects.

Renovations to City Council Offices

Attached is a memorandum from Engineering and Inspections Director Butch Simmons, dated January 3, 2014, regarding the current renovations to the expansion of the Mayor and Members of Council offices.

Public Information Request Report

Attached is the weekly Public Information Request Report for the week of January 3, 2014.

Contact Center Feedback

Attached are the weekly reports generated by our Contact Center for the weeks of December 16, 2013 through December 29, 2013.

DTR/mm
Attachments



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January 3, 2014

TO: David Parrish, Assistant City Manager

FROM: Butch Simmons, Director, Engineering & Inspections

SUBJECT: Website for Public Access to Construction Bid Opportunities

Summary

A new website, www.greensboro-nc.gov/OurBidProjects , is now online for public access. The site has links to information useful to bidders interested in participating on City construction projects.

Background

The construction community, especially smaller companies and suppliers, has requested more access to information on the City's construction projects. Additionally, one of the goals of the MWBE program adopted by City Council is to provide more online information and outreach to MWBE companies. With that in mind, staff worked to develop this website as a tool to address both access and outreach for upcoming projects.

The website lists construction projects by Facilities for building and Engineering for infrastructure projects from the time of advertisement for bids until after the contract is awarded. The listings will be updated by staff throughout the bid process. Postings include copies of advertisements with bidding instructions, lists of pre-bid meeting attendees, and plan holders as they become available. The information will remain on the site for at least one week after the contract is awarded. This information provides interested prime and sub-contractors with useful details on pending construction projects.

Promotional materials with the website address are being distributed to the construction community. The website's link is being used in targeted emails to MWBE contractors and vendors and will be shared at the Contractor Information Outreach networking event on January 7th for the new Hayes Taylor YMCA project.

Targeted emails have been sent to MWBE and other small contractors using lists of companies compiled by staff from HUB certified contractors and subcontractors on City projects, and from other local MWBE/DBE lists from the City of Winston-Salem and UNCG. On the High Point Road Streetscape project, 209 companies in the local area were selected from this list with services that can be used on that construction project. These firms were emailed the website address and a copy of the advertisement.

BS

cc: Ute Munro
Butch Shumate
Ted Partrick
Donnie Turlington



January 3, 2014

TO: David Parrish, Assistant City Manager

FROM: Butch Simmons, Director, Engineering & Inspections

SUBJECT: Renovations of City Council Offices

Summary

The existing City Council offices located on the second floor of the Melvin Municipal Office Building (MMOB) are currently undergoing extensive renovations to provide for a more business friendly environment. The renovations are approximately 25 percent complete with an expected move-in date of April 2014.

Background

To improve the customer experience of the visiting public while conducting business at the MMOB, the City has, over the past five years, implemented a plan to relocate relevant office spaces to a more central location on the UG level. This provided the public and businesses access to most downtown City services in one location.

The initial phase included moving the offices of Development Services, Parking Enforcement, Purchasing, and Collections to the UG level. The newly formed Economic Development and Business Support offices were also located on UG level. All services are now accessible from the centralized public entrance on Washington Street.

The next phase focused on consolidating the remaining non-public functions of departments impacted by these moves into a more cohesive business space configuration. This alignment, along with the move of some Police services, has allowed for the expansion of the City Council office space.

This expansion provides an individual office space for each member of Council, allowing them to conduct one-on-one meetings with constituents in a more business friendly environment. In addition, these renovations provide for a common meeting room for the Mayor and Members of Council.

The construction cost for the renovations came in under the estimated budget of \$225,000 at \$188,950 with 10.5 percent minority participation.

BS/um



Current Public Records Requests Update January 3, 2014

Date Requested	Requestor	Subject	Status
5/30/2013	Charles Cherry	Pending GPD Lawsuits	Initial documents were provided on 6/14/13. Legal is reviewing remaining documents.
6/10/2013	George Hartzman	Renaissance/Bessemer Shopping Center Emails- 7,973	Documents have been provided to requestor. First batch of emails was made available- 10/7/13- Staff is continuing to review emails.
7/5/2013	Roch Smith	Downtown Video	Available video footage has been identified. Attorney's Office determining publicly releasable records.
7/8/2013	George Hartzman	Video from Center City Park & Festival Park	Staff is reviewing available video footage and determining what is releasable.
7/18/2013	Roch Smith	GPD Database Indexes	Initial documents provided. City IT continuing to review for contractual records.
7/23/2013	Roch Smith	Councilmembers Information Requests	Released initial information; Staff continuing to review this request for available information.
7/24/2013	Roch Smith	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	George Hartzman	Incumbent Candidate Requests	Staff is reviewing this request for available information.
7/24/2013	Billy Jones	Incumbent Candidate Requests	Staff is reviewing this request for available information.
8/5/2013	Mike Carter	Email Correspondence from 8/1/11 to 8/5/13 Emails: 35,931 + 239,652	Batch of emails was provided to requestor on 9/13/13. Staff will review emails as available.
8/21/2013	Mr. Lassiter	Emails: P&R and Developmental Associates from 1-1-12 to 8-18-13 Email: 765	Staff is reviewing emails as available and Legal is coordinating with the requestor. Released batch 10/16/13.
9/24/2013	George Hartzman	Email Search Emails-6,569	Staff is reviewing emails as available.
11/4/2013	Patrick Williams	RFP for Smartphone CRM App	Provided documents to requestor on 11/25/13. Legal is reviewing two remaining documents.
11/18/2013	George Hartzman	Downtown Hotel Incentive Grant Emails: 1,121	Staff is reviewing emails as available.
11/18/2013	George Hartzman	Downtown Hotel Grant Incentive	Staff is collecting the requested information.
11/25/2013	Sal Leone	Name Change for Lee Street	Staff reviewing 1700-plus emails.
11/26/2013	Christopher Brooks	SWAT Team Deployment Logs	Staff is collecting the requested information.



Date Requested	Requestor	Subject	Status
12/2/2013	George Hartzman	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/2/2013	George Hartzman	Elm Street Center, LLC	Staff is continuing to review the request for available information.
12/2/2013	Billy Jones	GPAC Parking Deck Studies	Initial information provided to requestor- 12/3/13. Staff is collecting the requested information.
12/4/2013	George Hartzman	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.
12/4/2013	Billy Jones	Downtown Hotel-Follow-up Questions	Staff is collecting the requested information.
12/5/2013	George Hartzman	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/5/2013	Billy Jones	Loans & Incentives (2009-Present)	Staff is collecting the requested information.
12/10/2013	Eddie Lothridge	Residential Building Permits	Staff is compiling records responsive to this request.
12/11/2013	George Hartzman	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/11/2013	Billy Jones	GPAC: Binding Contracts	Staff is searching for available records responsive to this request.
12/12/2013	George Hartzman	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.
12/12/2013	Billy Jones	GPAC: Architecture Contract and Cost	Staff is searching for available records responsive to this request.
12/16/2013	Billy Jones	Feasibility Study	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Prison Farm, Economic Feasability Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	Same as G Hartzman - Prison Farm, Feasability Study	Staff is searching for records responsive to this request.
12/16/2013	Billy Jones	203 S. Elm Street	Staff is searching for records responsive to this request.
12/16/2013	George Hartzman	Low water pressure at Koury Development	Initial records have been provided to requestor.
12/17/2013	Eric Robert	South Elm Street Redevelopment Area	Staff is researching and will provide initial records to requestor the week of 1/6/14.
12/18/2013	Roch Smith	License Plate Readers by GPD	Staff has provided initial records to requestor.
12/18/2013	Roch Smith	Database Index/Indexes	Staff is compiling databases and will provide to requestor the week of 1/6/14.
12/26/2013	George Hartzman	Aquatic Center Power Bill	Staff is awaiting final power bill, expected in mid-January.
12/26/2013	Billy Jones	Aquatic Center Power Bill/Randalman Dam	Initial records have been provided to requestor. Staff is awaiting final power bill, expected in mid-January.



Date Requested	Requestor	Subject	Status
12/26/2013	Sal Leone	Boeing	Staff is searching for records responsive to this request.
12/31/2013	Bily Jones	Economic Incentive Strategic Formula	Staff is searching for records responsive to this request.
1/2/2014	George Hartzman	GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/2/2014	Billy Jones	(same as 3136) GPAC: Community Foundation Information	Staff is searching for records responsive to this request.
1/3/2014	Ashley Irminger	311,206,204,202 N Chimney Rock Rd	Staff is working to compile the requested records.

Weekly Totals (12/23/13-1/3/14):		
	Number of PIRTS Opened	7
	Number of PIRTS Closed	24
	Average Completion Time	10.63 days
Totals Since January 1, 2014:		
	Number of PIRTS Opened	9
	Number of PIRTS Closed	22
	Average Completion Time	11.45 days

Public Affairs
Contact Center Weekly Report
Week of 12/16 – 12/22/13

Contact Center

3868 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 675
IVR/Pay by Phone – 166
New Sign up – 142
Cutoff Requests – 113
General Info – 101

Field Operations

Loose Leaf Collection – 181
HHW/Landfill/Transfer – 68
Bulk Guidelines– 65
Mattress Go Round – 64
No Service/Garbage - 54

All others

Police/Watch Operations – 272
Privilege License – 44
Courts/Sheriff – 41
Parking Enforcement - 39
Inspections - 36

Comments

We received a total of 6 comments this week:

Field Operations – 4 comments:

- Caller said contractors were blowing leaves into the street and leaving them there. Leaves were up to her truck. Customer believes they should be fined for leaving the leaves in the street.
- Customer wants to thank crew for excellent job they did on her street.
- A huge thank you to the leaf crew for servicing Wynnewood Dr today. They have luminaries to set out Christmas Eve, so thankful for this service.
- Caller wishes to say thank you for return service for missed green can.

Parks and Recreation – 1 comment:

- Caller wants to thank maintenance for taking the time to clean up Dogwood Park between Allendale and Edgedale. This is greatly appreciated.

Police – 1 comment:

- Caller was out delivering flowers just south of E. Market and officer stopped to move bale of hay out of the road. Caller wanted to commend him for this. Did not know officer's name.

Overall

Calls about loose leaf collection increased last week. Otherwise, we received the normal mix of calls. Call volume was busy through the end of the week.

Contact Center Weekly Report

Week of 12/23 – 12/29/13

Contact Center

3818 calls answered this week

Top 5 calls by area

Water Resources

Balance Inquiry – 560
IVR/Pay by Phone – 177
General Info – 94
New sign up - 88
Payment extension - 85

Field Operations

Holiday schedule - 133
No Service/Garbage - 85
Loose leaf collection - 53
No service/Recycle - 38
Bulk Guidelines -36

All others

Police/Watch Operations – 193
Courts/Sheriff – 43
Parking Enforcement - 27
Privilege License - 22
Employment services - 19

Comments

We received a total of 1 comment this week:

Field Operations – 1 comments:

- Compliments for an off-street yard waste collection request. Staff cleaned up the area as if it were their own property, and did a fabulous job.

Overall

Changes in schedules and paying water bills dominated the holiday week. Call volume was light in the Contact Center.